

Kentucky Vaccine Program Satisfaction Survey 2008

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Method

The Kentucky Vaccine Program Satisfaction Survey is conducted annually to assess the Kentucky Vaccine Program (KVP) Providers' satisfaction levels with the Kentucky Immunization Program. The survey is divided into two sections, the first section pertains to the Vaccines for Children (VFC) Program and the second section pertains to Clinic Assessment Visits. In addition, respondents are provided with the opportunity to make additional comments they have regarding the KVP. The 2008 Kentucky Vaccine Program Satisfaction Survey was distributed by mail in March 2008 to six hundred and twenty (620) Kentucky Vaccine Program Providers. Providers enrolled solely in the Adult Hepatitis B Vaccine Initiative did not receive a copy of this survey. Five (5) surveys were returned as undeliverable. Four hundred and twenty-two (422) providers responded, giving a sixty-nine percent (69%) response rate. Survey results were anonymous.

Results

Data tables are located in Appendix 1 of this report.

Vaccines for Children Program

Overall, survey results indicate that providers are satisfied with the VFC Program. Over ninety percent (90%) of respondents strongly agreed or agreed with the following statements:

- KVP Staff provide prompt and helpful support, information and materials.
- Enrolling a child in the VFC program is easy.
- I feel comfortable that the cold-chain has been maintained when KVP supplied vaccine arrives at my office.
- Overall, we are satisfied with the KVP program.

Eighty-eight percent (88%) of respondents strongly agreed or agreed with the statement "I believe that participation in the VFC program has improved my immunization coverage levels". Eighty-one percent (81%) strongly agreed or agreed that the KVP supplied vaccine arrives in a timely manner. Seventy-two percent (72%) strongly agreed or agreed that the record keeping requirements for VFC are not burdensome. Sixty-six percent (66%) strongly agreed or agreed that they have referred fewer children to the local health department since enrolling in the VFC program. However, local health departments are also VFC providers and participate in the satisfaction survey. Thirty-three percent (33%) of respondents selected neither for this question, or indicated that they were a local health department.

Dissatisfaction with the VFC program related primarily to record keeping requirements, enrolling a child in the VFC program and the timeliness of vaccine arrival. Two percent (2%) disagreed with the statement that "enrolling a child in the VFC program is easy", while seven percent (7%) selected neither. Fourteen percent (14%) disagreed or strongly disagreed with the statement that "the record keeping requirements for VFC are not burdensome", and fourteen percent (14%) selected neither. Nine percent (9%)

disagreed or strongly disagreed with the statement that “KVP supplied vaccine arrives in a timely manner”, and ten percent (10%) selected neither.

Clinic Assessment Visits

As a part of a Clinic Assessment visit (AFIX or VFC visit) each provider should receive a written or verbal response regarding the assessment findings with recommendations for how to improve immunization coverage and vaccine handling before the KVP representative’s departure. Eighty-five percent (85%) of respondents received a verbal or written response of the findings of their assessment before the KVP representative’s departure. Only one percent (1%) did not receive a verbal or written response before the KVP representative’s departure. Eighty-four percent (84%) received recommendations on how they might improve immunization coverage and vaccine handling. Only three percent (3%) did not receive any recommendations. Sixty-seven percent (67%) of respondents indicated that all of the recommendations had been implemented, while eighteen percent (18%) implemented some and three percent (3%) did not implement any of the recommendations.

Provider Comments

Comments made by providers have been included in Appendix 2 of this report.

2007 to 2008 Comparison

While the 2008 Satisfaction Survey indicated an overall satisfaction with the KVP, the 2008 Satisfaction Survey showed a significant change in program satisfaction as compared to the 2007 Kentucky Vaccine Program Satisfaction Survey. (Data for comparison with years before 2007 was not available).

Overall, the percentage of respondents who strongly agreed with the statements provided by the survey were lower than those respondents who strongly agreed with the same statements provided in 2007. The most significant change in satisfaction was seen by the twenty-two percent (22%) reduction in the number of respondents who strongly agreed with the statement “KVP supplied vaccine arrives in a timely manner.” In addition, the most significant increases in respondents who disagreed or strongly disagreed with a statement were seen in the two following statements: the record keeping requirements for VFC are not burdensome, with a five percent (5%) increase and KVP supplied vaccine arrives in a timely manner, with an eight percent (8%) increase. In addition, while there was a ten percent (10%) increase in respondents who received a verbal or written report of the findings of their assessment before the KVP representative’s departure and a seven percent (7%) increase in respondents who received recommendations on how to improve their immunization coverage and vaccine handling, there was a ten percent (10%) reduction in the percentage of respondents who implemented all of the recommendations that were made during the KVP representative’s visit.

Conclusion and Recommendations

The results of the 2008 Satisfaction Survey show an overall satisfaction with the KVP, although this satisfaction appears to have declined overall from the results of the 2007 Satisfaction Survey. In particular providers are less satisfied with the timeliness of the delivery of KVP supplied vaccines and feel that the record keeping requirements for VFC are burdensome. Provider comments also reflect a level of dissatisfaction with their experiences of ordering and receiving vaccines. The decrease in satisfaction regarding the timeliness of the delivery of KVP supplied vaccine may be attributed to the change in KVP Vaccine distributor from GIV to McKesson during 2007.

Provider comments indicate that some providers experience difficulties getting in touch with KVP staff at the State level. However, comments also indicate that providers have a high level of satisfaction with the KVP field staff.

In addition, the 2008 Satisfaction Survey indicates that KVP providers are not implementing all of the recommendations made by KVP representative's during on-site visits. Additional steps may need to be taken to ensure that KVP providers are implementing methods provided to them to increase immunization coverage and practice proper vaccine handling techniques.

Appendix 1

2008 Kentucky Vaccine Program Satisfaction Survey Results*

VFC Program Satisfaction

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
1. KVP Staff provide prompt and helpful support, information and materials.	54.9% (231)	42.0% (177)	2.1% (9)	0.7% (3)	0.2% (1)
2. Enrolling a child in the VFC program is easy.	51.8% (218)	39.9% (168)	6.7% (28)	1.7% (7)	0% (0)
3. The record keeping requirements for VFC are not burdensome.	23.5% (99)	48.7% (205)	13.8% (58)	12.4% (52)	1.7% (7)
4. KVP supplied vaccine arrives in a timely manner.	37.1% (156)	44.2% (186)	9.5% (40)	8.6% (36)	0.7% (3)
5. I feel comfortable that the cold-chain has been maintained when KVP supplied vaccine arrives at my office.	61.0% (257)	36.8% (155)	1.7% (7)	0.5% (2)	0% (0)
6. I believe that participation in the VFC program has improved my immunization coverage levels.	57.7% (243)	30.4% (128)	11.2% (47)	0.7% (3)	0% (0)
7. Since enrolling in the VFC program, our practice is referring fewer children to the local health department.	46.6% (196)	19.5% (82)	33.3% (140)	0.5% (2)	0.2% (1)
8. Overall, we are satisfied with the KVP program.	56.1% (236)	41.1% (173)	2.6% (11)	0.2% (1)	0% (0)

Clinic Site Visits (VFC or AFIX visit)

	Yes	Not Sure	No	Did not receive an assessment	Not Applicable	Unknown
9. Did you or your staff receive a verbal or written report of the findings of your assessment before the KVP representative's departure?	85.0% (358)	6.2% (26)	1.4% (6)	4.5% (19)	0.7% (3)	2.1% (9)
10. Did you or your staff receive recommendations on how you might improve your immunization coverage and vaccine handling?	83.8% (353)	5.5% (23)	2.9% (12)	3.8% (16)	1.0% (4)	3.1% (13)

	All	Some	None	Did not receive an assessment	Not Applicable	Unknown
11. As a result of the recommendations made during the visit, how many of these recommendations have you implemented?	67.0% (282)	17.6% (74)	3.1% (13)	0.7% (3)	2.9% (12)	8.8% (37)

* Percentages may not total 100 due to rounding.

Comparison of 2007 and 2008 Kentucky Vaccine Program Satisfaction Survey

Changes in VFC Program Satisfaction

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
1. KVP Staff provide prompt and helpful support, information and materials.	-7.00%	8.70%	1.00%	0.20%	-0.30%
2. Enrolling a child in the VFC program is easy.	-1.10%	8.20%	2.70%	0.90%	-0.30%
3. The record keeping requirements for VFC are not burdensome.	-8.20%	0.80%	3.20%	4.20%	0.60%
4. KVP supplied vaccine arrives in a timely manner.	-21.60%	9.50%	7.60%	7.00%	0.70%
5. I feel comfortable that the cold-chain has been maintained when KVP supplied vaccine arrives at my office.	-8.00%	7.20%	0.90%	0.00%	0.00%
6. I believe that participation in the VFC program has improved my immunization coverage levels.	-0.50%	-1.30%	5.90%	0.20%	-0.30%
7. Since enrolling in the VFC program, our practice is referring fewer children to the local health department.	-1.00%	1.50%	23.00%	-1.10%	-0.60%
8. Overall, we are satisfied with the KVP program.	-3.90%	9.90%	0.20%	-0.10%	0.00%

Changes in Clinic Site Visits (VFC or AFIX Visit)

	Yes	Not Sure	No	Unknown
9. Did you or your staff receive a verbal or written report of the findings of your assessment before the KVP representative's departure?	10.10%	-6.20%	-1.80%	-7.40%
10. Did you or your staff receive recommendations on how you might improve your immunization coverage and vaccine handling?	6.80%	-4.60%	-1.10%	-5.90%

	All	Some	None	Unknown
11. As a result of the recommendations made during the visit, how many of these recommendations have you implemented?	-10.00%	2.50%	1.00%	3.00%

Note: These numbers reflect the change in satisfaction with the Kentucky Vaccine Program from 2007 to 2008. The data in each cell stands alone, and should not be totaled with other cells.

Appendix 2

Provider Comments

The following comments were provided by respondents, and have been placed in categories for ease of identification.

Ordering

- I strongly dislike ordering vaccines every other month. I do not have refrigerator space. The paperwork is much easier to complete on a monthly basis. I do not like McKesson. They have messed up several of my orders - not filling them and then sending double shipments. This has caused me to run out of vaccine then to have too much in stock.
- My only concern is the 90 day ordering. It is hard to stock and predict with a growing practice how many patients we may see per month. I preferred the 30 day ordering.
- My complaint with this program is timeliness of receiving the vaccines after they have been ordered. Since McKesson has taken over the shipping of VFC we are having 4 - 6 week delays on receiving our vaccine.
- Only complaint would be that the arrival time of vaccines is longer with new shipping system. I order more to prepare for this to keep plenty of stock.
- Vaccines ordered takes to long to be shipped. Thank you
- Have experienced delay in receiving orders due to order faxed to KVP not being received. This then means I call to check an order, then have to refax order and call again to confirm receipt of order.
- Since switching to McKesson, it takes much longer to get our vaccines. The vaccines are not as well packaged and frequently have no thermometers present. We had to have one large shipment replaced as it was warm when it arrived and there were no temperature control products in it.
- McKesson delivery takes too long!
- Never received Flumist that I ordered this year. This affected our overall supply because I based ordering amount of flu I'm on having the mist available. I realize this was a supplier issue but every year ordering flu vaccine is a big guessing game.
- We are having problems getting our orders. Last month (2/08) I sent (fax) my regular order and the new Hib order form together and still haven't received the Hib (was told Hib order wasn't received). Also, on two occasions some of the

vaccine ordered was overlooked (was on the shaded forms) but each item was marked.

- No problems with VFC. Had trouble with McKesson and their efforts.
- I hope that KVP will continue to improve the turn around time (vaccines ordered and delivery time). Thank you!
- As with all new changes, it takes time to get the kinks worked out. The new distributor (McKesson) is slower than what we were used to. We are trying to stay ahead of the game. Thanks for working with us.

KVP Staff

- The field reps are nice and helpful but are not consistent from one rep to another. The main difficulty we have with the KVP is getting emails answered. When we send questions by email to the state immunization program, they are not answered for weeks and months at a time if answered at all.
- Our KVP Representative is super! We have a difficult time in getting someone to answer phones especially on Friday at the state level.
- Jo Sickles, Immunization Program Coordinator, is great about answering different questions or concerns we have at the clinic.
- Caine Hughes was very thorough. He was very respectful and gave us some very good ideas on how to improve our immunization coverage. KVP is something that RHC should not be without.
- Caine Hughes has been my surveyor he was helpful. Caine always asks if there is anything the VFC program can do to help the clinic. He isn't critical of the practice he just makes suggestions to better improve patient care.
- Ms. Whistle is always prompt and informative in her visits. We appreciate her.
- Donna Whistle has been very helpful and understanding when assessing our office. She comes in a timely manner and doesn't interfere in the days work. Thank you
- I did not have this program at the last audit. I've learned a lot since I've taken it over and Donna Whistle has been very helpful to me.
- Chris Smith is a wonderful field representative... always very helpful and informative.
- Our field rep, Chris Smith, is great/ very helpful!

- Field Representative, Brian Holbrook, has always been courteous, knowledgeable, and most helpful with the VFC program. He exhibits professional and friendly behavior and is enjoyable to work with!
- Steve Norton has always been kind and considerate....feel he does a good job.
- Doris Williams is our field representative. She does a site visit annually and notifies us prior to her visit so that the clerks can have the age appropriate charts pulled. She usually finds some minor errors, but greatly appreciate her recommendations and the information she brings. She is also very helpful in sending out emails regarding immunization video conference updates that our nurses need to see.
- Mrs. Kim Gleitz was very knowledgeable and helpful at her on site visit.
- Sonya Moseley is a pleasure to work with. She is very knowledgeable and has always provided our offices with prompt answers to any issue that may arise. Our audits are always done in a timely and professional manner.
- The gentleman who does our reviews and audits is very kind and knowledgeable.
- Libby Burke does a great job and is a joy to work with.
- Libby Burks-Weathers has done an excellent job with all of our site reviews. She is knowledgeable, courteous and easy to work with in our busy office. She has guided this practice with prompt and accurate information! Our unsatisfaction comes at the state level in Frankfort. Laura and Cecilia are less than helpful when we have a question. Unfortunately we have a problem with communication! We are a large practice and we see a lot of Passport/ VFC children. Our frustration comes from when we order vaccine; someone else decides how much we are really going to receive. Therefore on many occasions we run out of vaccine or don't receive what was ordered which puts these children at risk. We get penalized for not immunizing the children when we can't get the vaccines we ordered!
- I am fairly new to VFC ordering, etc... I began being in "charge" of VFC program in Sept./Oct. 2007. I have the knowledge of immunizations but no knowledge of ordering/ inventory. Judy Baker has been my contact in Frankfort and has been very patient as I learn this new role. She has also been very helpful and knowledgeable about the program. I'm still learning paperwork but with Judy's patience and understanding and help I will be able to learn the whole process. Kudos to Judy Baker and the whole state KVP staff.

Phone Calls

- Have had problems getting people to return calls in the past.
- Most of the time when we call KVP for help we get voicemail. Most of the time we get a return call, but patient is already gone from clinic site.
- Resources and information are done in a timely manner. When I call for any questions or concerns, I am called back right away and my questions are completely answered. Our office is very please with the VFC program.

Clinic Site Visits

- We have a site visit scheduled later this month.
- We are a new VFC Program participate. We haven't had a clinical assessment yet. Therefore that part of the survey was not filled out.
- As a new nurse I am not sure what has been recommended or implemented. As of today an on site visit has been scheduled for sometime in April '08. Any memos after Jan '08 have been implemented.
- Our 1st audit is scheduled for 4/10/08.
- I didn't meet with surveyor.
- We are working on all the suggestions but have not been able to implement one because we have not worked out a process with private physicians to provide needed data to us. (Copy of mothers hepatitis status)
- Still working on others.
- I think that the site reviews are very helpful. Sometimes it's hard to keep up with everything new that goes on with the program and this way you can find out.
- We were recommended to get a new freezer at the clinic and we were able to implement this immediately.
- Recommended to store a H2O bottle in the refrigerator. This is currently being done.

Other

- For an Internal Audit, a monthly or quarterly printout of children less than 2 years of age who need a vaccine record or a vaccine administered report is needed. I have asked for this and was told we can do it ourselves but no one is trained or

have the computer ability to do an audit. For quality control of children fully vaccinated we need this printout.

- While the new underinsured eligibility criteria allow more children in the long run, I believe determination intake will be difficult, regardless of the clarifications. Most families presenting at the Health Department will not immediately know what if any vaccines will be covered. I fear this may be an additional barrier which in turn may cause delays in vaccination or have the potential for error either vaccinating ineligible children, or the opposite, not vaccinating eligible children. Just last week our office found out by happenstance that vaccines by a nurse were billable to Humana. We have been trying to get an answer for several months.
- I had one problem this year I would like to voice. During the peak summer season, a parent phoned wanting a medical/ religious exemption for their child before entering school. Our staff had talked with the parent concerning exemptions. The parent was hostile her goal only "to avoid shots" her statement not ours. Her statement "I will call Frankfort to get rules". I received a call from Frankfort stating give her a religious exemption no questions asked. My only complaint is it would have been nice for the KVP to have made an effort to call the local health department and ask "What is going on?". If our staff needs education regarding medical and religious exemption it should come from our staff at Frankfort. Our staff was left educating further parents in our community on the benefits of immunizations and the purpose of medical/ religious exemptions. If you want to meet goals of greater than 90% immunized please let us do our jobs! Or at least inquire!
- Report of no problems with no recommendations made. I'm having a more difficult time keeping up with the hepatitis vaccine every 3 months than when it was monthly. I don't know if it's just me or if everyone is having problems.
- I will follow 3 dose HibT < 1 yr guidelines with no 4th dose past 12 months for now, but I need more HibT and/ or convex to do the above. When will I get some vaccine?
- Dec. 07 - our KVP (contact) left our practice. We had Caine Hughes for our representative, he took another position? We are unsure of who our representative is at this time.
- Different management at time of last visit.
- We have had a change in staff and the previous nurse who handled this is not here to answer this survey. We have made an educated "guess". Thanks
- We are a hospital and only give vaccine for newborns.

- We are a very small provider utilizing only a few vaccines.
- Since our last immunization audit, I regret to tell you that our nursing supervisor who handled this responsibility unexpectedly passed away on 2-28-08. We are currently in a reorganization process and I will be primarily in charge of the KVP program. Please see my contact info and feel free to contact me at anytime for assistance or information. Thank you
- I am the person that orders the vaccine. I'm not sure if this assessment would have come to me or the units where the vaccine is distributed.
- The KVP program is a wonderful program. I feel if we did not have this program there would be hundreds of children that would not receive vaccines.
- I think the program is wonderful!
- Keep up the good work and service to our children!

Suggestions

- Emergency vaccine retrieval and storage plan worksheet too long - 4 pages. I feel like there could be a basic plan/ procedure drafted by VFC and all clinics plug in the names and phone #'s for consistency in vaccine handling management and procedure. Cover page recommended writing 3 different protocols - don't have a lot of time to do this.
- I would like for there to be programs that we could attend that would help update us on new immunizations, new information about old immunizations, etc... Parents are always asking question about immunizations, especially when they see things on the news. If there are programs of this sort, please notify us at the clinic. Thank you